

Supervisory Staff Survey Results

	Parks Supervisor I 7 of 7 Responded	Rec Supervisor I 8 of 8 Responded	Zoo Supervisor I 5 of 5 Responded	Administrative Support 13 of 17 Responded
1. Are there any barriers restricting your ability to perform at your best to provide a quality Park, Recreation, and Zoo Facility to the Public?	Not enough staff for proper maintenance (57%)	1. Not enough vehicles (50%) 2. Not enough staff (25%) 3. Too large a supervisor to subordinate ratio (25%) 4. Insufficient building maintenance funding (25%)	1. Funding (80%) 2. Personnel (40%)	1. Information not shared between Parks, Recreation, and Zoo (15%)
2. What work activities do you spend too much time doing?	Inspection of landscape buffers, islands and for maintenance periods. (71%)	Pick up & delivery of supplies & equipment (25%)	1. Personnel Issues (40%)	1. Answer phones (15%) 2. Research information (15%) 3. Social Service funding program responsibilities (15%)
3. What work activities would you want more time to do?	Field Supervision, follow-up on assignments, quality control (71%)	1. Staff training & development (63%) 2. Program creation (63%) 3. Visitation & supervision of programs (25%)	1. Employee Training (40%) 2. Special Projects (40%)	1. Organize files (23%) 2. Record keeping
4. What tasks do you currently perform that you don't believe you should be doing?	1. Erosion From over watering. (14%) 2. Supervising custodial staff. (14%)	No consensus	No consensus	1. Lending clerical staff between Parks & Rec (31%) 2. Auditing (15%) 3. Social Service funding tasks (15%)

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5. What resources could be provided to improve efficiency and the quality of service you deliver?	1. Trucks, specialized equipment, tractors, loaders (100%) 2. Personnel (57%)	1. Transport vans (38%) 2. Marketing funds (38%) 3. More permanent-intermittent employees, part time employees (38%)	1. Additional employees & trained staff (80%)	1. More clerical staff (23%) 2. Integrate software to accept batch payments (15%) 3. Better phone system (15%) 4. Receptionist for Zoo (15%)
6. What are the most frequent concerns you receive from the public?	1. Graffiti, vandalism, drug dealing, public safety (100%) 2. Irrigation complaints (43%) 3. Parks not clean (29%)	1. More custodians (38%) 2. Public unaware of Rec programs (25%)	1. Restrooms (60%) 2. Small animal exhibits (40%) 3. Security & safety for children (40%)	1. Median/park maintenance & irrigation (31%) 2. More youth sports, activities for younger children (31%) 3. Park safety (31%)
7. Is it effective and efficient to keep Parks, Recreation and the Zoo under one Department?	Yes (43%) No (43%)	Yes (88%) No (13%)	Yes (40%) No (60%)	Yes (85%) No (15%)
8. What do you feel you do well in providing a service to the public?	1. Quick response to complaints (57%) 2. Maximizing service with existing resources (29%) 3. Good public relations (29%) 4. Scheduling staff for events (29%)	1. Train staff for youth activities (75%) 2. Network with FUSD, Fresno County & non profits (50%) 3. Thorough public service (25%) 4. Provide quality programs (25%)	1. Customer service & provide recreation (80%) 2. Education (40%) 3. Animal care (40%)	1. Customer service (38%) 2. Parks service knowledge (15%) 3. Ability to deal with irrate public (15%) 4. Timely vendor payments (15%)

Line-Level Personnel by Division Survey Results

	Parks Personnel 80 of 120 Responded	Recreation Personnel 106 of 188 Responded	Zoo Personnel 32 of 50 Responded
1. Are there any barriers restricting your ability to perform at your best to provide a quality Park, Recreation, and Zoo Facility to the Public?	<ul style="list-style-type: none"> 1. Add parks/median without staff (61%) 2. Inadequate staffing (43%) 3. Employees not held accountable (35%) 4. Employees transferring to positions they are not qualified to perform (31%) 5. Forced to work new activities before completing prior tasks (28%) 6. Too many untrained workers (21%) 7. Poor personnel deployment (20%) 8. Poor coordination of job resources (20%) 9. Inadequate training for staff (19%) 10. Need more supervisor feedback on completed jobs (5%) 11. Safety problems from untrained workers (4%) 	<ul style="list-style-type: none"> 1. Insufficient supplies (36%) 2. Lack of transportation (33%) 3. Too much time spent on discipline & control in parks and facilities (26%) 4. Lack of police presence (26%) 5. Need faster police response (26%) 6. Facilities need maintenance (26%) 7. Child to adult ratios too large (24%) 8. Need more free programs for elementary school children (23%) 9. More time to run programs (21%) 10. Need free sport programs for children (13%) 11. Facilities need air conditioning (5%) 12. Restricted from soliciting donations (3%) 	<ul style="list-style-type: none"> 1. Funding for zoo maintenance (38%) 2. Lack of animal care staff (38%) 3. Lack of timely information (31%) 4. Never the right tool for the job (28%) 5. Supervisor/employee communication (22%) 6. No time for projects (growth) (22%) 7. Must perform fund raising to meet needs (22%) 8. Need to train staff (16%) 9. Funds for animal care (16%) 10. No time for animal enrichment (16%) 11. Expectation that employee must follow the chain of command but no feedback (16%) 12. No keeper time for public contact (6%)
2. What work activities do you spend too much time doing?	<ul style="list-style-type: none"> 1. Other employees work (50%) 2. Repairing vandalized equipment (45%) 3. Cleanup after homeless, prostitutes and drug addicts (35%) 4. Dealing with homeless, drug dealers and prostitutes in parks (21%) 5. Spend too much time looking for tools (21%) 6. Lack of training on heavy equipment availability and use (14%) 7. Clarification on work orders (9%) 8. Using heavy equipment for small work (4%) 9. Picking up parts (4%) 	<ul style="list-style-type: none"> 1. Policing the facilities and parks (28%) 2. Searching for supplies (20%) 3. Janitorial work (18%) 	<ul style="list-style-type: none"> 1. Traveling to find right tool, lack of inventory (53%) 2. Covering other areas because of staff shortages (34%) 3. Pulled from projects (22%) 4. Explaining rules to public regarding animals and exhibits (22%) 5. Answering phones (13%)

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3. What work activities would you want more time to do?	<ul style="list-style-type: none"> 1. Cross training for other jobs in the division (44%) 2. Additional time to do the job correctly (34%) 3. Training (3%) 	<ul style="list-style-type: none"> 1. Field trips (56%) 2. Arts/crafts with small children (45%) 3. Special events (44%) 4. Sports programs (42%) 5. Open recreation (21%) 6. Time to assist computer homework & research (20%) 7. Prep time for classes (12%) 8. Home economics classes (6%) 9. Time for classes (4%) 10. Tutorial Assistance (3%) 	<ul style="list-style-type: none"> 1. Problem solving not quick fix (38%) 2. Improve animal exhibits (31%) 3. Ability to finish projects (25%) 4. Animal enrichment (25%) 5. Training animals (25%) 6. Research (22%) 9. Computer Training (9%) 10. Program development (9%) 11. Curriculum development (9%)
4. What tasks do you currently perform that you don't believe you should be doing?	<ul style="list-style-type: none"> 1. Doing others work, work out of class without compensation, supervisors duties (11%) 2. Remove graffiti (8%) 3. Marking ball fields (4%) 4. Picking up dog feces (3%) 5. Picking up trash (3%) 6. Cleaning toilets (3%) 	<ul style="list-style-type: none"> 1. Janitorial/cleanup (22%) 2. Working holidays/weekends (2%) 3. Too much paperwork (2%) 4. Takes too long to get supplies (2%) 5. Need more help at schools (2%) 6. Prepping baseball fields (2%) 7. Babysitting (2%) 	<ul style="list-style-type: none"> 1. Janitorial, cleaning, landscape maintenance (28%)

Line Level Personnel by Division Survey Results

5. What resources could be provided to improve efficiency and the quality of service you deliver?	1. Vehicles/tools (59%) 2. Specialized equipment (40%) 3. More qualified employees (33%) 4. More training on equipment (18%) 5. Better signs, maps, and brochures at toll booths at regional parks (5%) 6. Blueprints for parks irrigation systems (3%)	1. Children's food/refreshments (55%) 2. Transport vehicles (46%) 3. Additional program supplies (39%) 4. Game variety (37%) 5. Training (28%) 6. Sports equipment (22%) 7. Books (21%) 8. Teaching/tutorial supplies (19%) 9. Improved playing fields (15%) 10. Peer tutoring partnerships with schools (13%) 11. Transportation for seniors (4%)	1. More restrooms/waterfountains (53%) 2. Better signs throughout zoo (50%) 3. More storage, break rooms (47%) 4. Radios (38%) 5. Ladders, rakes, other tools (34%) 6. Computers, technology, Internet (22%) 7. Improved phone system (19%) 8. Nighttime zoo keepers (19%) 9. Specialized animal care tools (16%) 10. Animal weight scales (13%) 11. Zookeeper safety equipment (13%) 12. Night security at Ed Center (6%)
	Parks Personnel 80 of 120 Responded	Parks Personnel 80 of 120 Responded	Zoo Personnel 32 of 50 Responded
6. What are the most frequent concerns you receive from the public?	1. Graffiti (49%) 2. Unsanitary trash (47%) 3. Trees, curbs, sidewalks (36%) 4. Dirty parks (25%) 5. Loose dogs (24%) 6. Gangs (24%) 7. Drinking alcohol in park (23%) 8. Parks occupied after 10 pm (19%) 9. Poor lighting (18%) 10. Personal safety (14%) 11. Slow response to public calls by park staff (10%) 12. Traffic control (8%) 13. Indecent exposure (8%)	1. Graffiti (49%) 2. Unsanitary trash (47%) 3. Trees, curbs, sidewalks (36%) 4. Dirty parks (25%) 5. Loose dogs (24%) 6. Gangs (24%) 7. Drinking alcohol in park (23%) 8. Parks occupied after 10 pm (19%) 9. Poor lighting (18%) 10. Personal safety (14%) 11. Slow response to public calls by park staff (10%) 12. Traffic control (8%) 13. Indecent exposure (8%)	1. Animals not out for public view (47%) 2. Zoo O&M cost information (47%) 3. Zoo funding information (31%) 4. Public overestimates private funding source availability (28%) 5. Public unaware of zoo programs (28%) 6. Not ATM on grounds (13%) 7. Hippo enclosure complaints (9%) 8. Odor complaints (9%) 9. Dry vegetation (9%) 10. Lack of restrooms (9%) 11. Desire to see more large animals (lion, gorilla, rhino) (6%) 12. Inability to bring own food in (6%)
7. Is it effective and efficient to keep Parks, Recreation and the Zoo under one Department?	Yes (55%) No (34%)	Yes (55%) No (34%)	Yes (47%) No (34%)

Line Level Personnel by Division Survey Results

8. What do you feel you do well in providing a service to the public?	<ol style="list-style-type: none"> 1. Being a dedicated employee (50%) 2. Maintaining clean parks (23%) 3. Public relations and answering public questions (14%) 4. Keeping the city beautiful 9%) 	<ol style="list-style-type: none"> 1. Being a dedicated employee (50%) 2. Maintaining clean parks (23%) 3. Public relations and answering public questions (14%) 4. Keeping the city beautiful 9%) 	<ol style="list-style-type: none"> 1. Public relations 2. Education 3. Animal care 4. Maintain zoo accreditation on limited budget 5. Maintain safe zoo 6. Affordable family education and entertainment 7. Community outreach with minority groups and lower socio-economic groups
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Administrative Support Survey Results

	Frequent Comments	Single Comments
1. Are there any barriers restricting your ability to perform at your best to provide a quality Park, Recreation, and Zoo Facility to the Public?	Information about FPRCS functions not exchanged limiting information given to the public (15%)	<ul style="list-style-type: none"> • Lack of policies and procedures. • Low moral. • Management needs to take control of issues. • Peoplesoft can not provide weekly revenue reports. • Lack of cooperation from staff. • Handling phones. • Need additional training.
2. What work activities do you spend too much time doing?	<ul style="list-style-type: none"> • Answering phones, answering other department phones (15%). • Researching information, looking for personnel to answer questions asked by the public (15%). • Social service funding program responsibilities (15%) 	<ul style="list-style-type: none"> • Covering for other departments. • Checking deposit bags. • Preparing journal entries for other department errors. • Re-teaching employees how to complete monthly reports. • Auditing functions.
3. What work activities would you want more time to do?	Organizing files (23%).	<ul style="list-style-type: none"> • Budget, PeopleSoft. • Making reservations and serving the public without interruptions. • More time for special projects, and capitol maintenance. • Trouble shooting computers. • Employee education. • Handling the responsibilities of the theater. • Working closely with management to develop computer programs to better track productivity and activities within the department. •

Administrative Support Survey Results

4. What tasks do you currently perform that you don't believe you should be doing?	<ul style="list-style-type: none"> • Covering for other departments and staff supervisors, (31%). • Auditing (15%). • Social service funding tasks (15%). • 	None
5. What resources could be provided to improve efficiency and the quality of service you deliver?	<ul style="list-style-type: none"> • Need more clerical help (31%). • PeopleSoft financials should accept batch payments to vendors (15%). • Better phone system (15%). • Need a receptionist for the Zoo (15%). 	<ul style="list-style-type: none"> • Need additional security at parks after hours. • Need personnel at regional parks to assure reservations are honored and trouble shoot problems. • Need to improve communications between departments. • Need stronger supervision. • Additional technical training. • Additional front desk coverage for administration. • Need an event coordinator for special events at regional parks.
6. What are the most frequent concerns you receive from the public?	<ul style="list-style-type: none"> • Concerns for maintenance on medians and in parks. Water waste and irrigation (31%). • Need more youth sports, recreational classes and classes for small children (31%). • Safety in the parks (23%). • Complaints about poor costumer service, lack of response (15%). 	<ul style="list-style-type: none"> • Recreation staff being unsupervised. • A need for special events at parks. • Extended recreational activities for off-track students (year-round schools). • Need sack lunch programs. • Public unaware of what Parks, Recreation and Zoo offers.
7. Is it effective and efficient to keep Parks, Recreation and the Zoo under one Department?	Yes (85%). No (15%). <ul style="list-style-type: none"> • Zoo could be independent. • Zoo, Parks and Recreation should stay together. • Parks and Recreation should stay together. 	None

Administrative Support Survey Results

8. What do you feel you do well in providing a service to the public?	<ul style="list-style-type: none">• Providing customer service (38%).• Knowledgeable about services provided at Parks system (15%).• Ability to deal with irrate customers (15%).• Paying vendors in a timely manner (15%).	<ul style="list-style-type: none">• Providing text support for 50+ users and ten personal computers used by the public.• Providing public with information requests through the Internet.
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